

- Choosing direct payment of rent to your landlord

What happens if I choose to have my Universal Credit housing costs (rent) paid direct to my landlord?

And what happens if I choose to have my Universal Credit paid twice a month as well?

Even if you choose to have your housing costs paid direct to your landlord it can take at least four weeks after the money is taken from your UC payment before it is paid to your landlord. In the meantime you are still responsible for any rent due and any arrears

Even if you are paid twice a month, your landlord will still only receive one payment which may be delayed

If you choose a direct payment to your landlord it may mean that you go further into rent arrears than you were expecting. Therefore you may still receive reminder letters or notices about your rent arrears which may result in court action.

Also if you choose to accept a benefit advance this may include your housing costs and you must arrange to pay your housing costs to your landlord for your rent.

What must I do?

- **Contact your Housing Officer** as soon as possible to discuss your choices and rent payments or arrears with them. They will be able to offer you advice and assistance.
- **Remember** if you decide to change your mind about direct payments to your landlord you can ask the Department of Work and Pensions to pay you the housing costs element direct. However, if you do, you will need to pay your rent yourself.
- **If you need** budgeting or money advice you can log onto www.moneyadvice.service.org.uk and search for Universal Credit under the Work and Benefits section. Alternatively ask your Housing Officer who can put you in touch with local services available, including your local Citizens Advice Bureau.